

## **COTS Identification and Access Workgroup Progress Update July 12, 2006**

- 1)** Pre-kickoff and Kickoff meetings held
- 2)** Members needed – actively recruiting (focusing on agencies that utilize PIN access to citizen services)
- 3)** MyVirginia PIN  
Reasons it was unsuccessful:
  - Lack of support from high levels of government
  - Lack of interest from other agencies
  - Not everyone applying was in the DMV database
  - Did not accommodate businesses
  - Interactive Voice Response (IVR) systems at some agencies
    - speech recognition not sophisticated enough to understand usernames

As part of the deliverable, a “lessons learned” section on MyVirginia PIN will be included
- 4)** High Level Strategies:
  - A single agency (new or existing) verifying and certifying identity, resulting in a PIN
  - A single agency (new or existing) setting/enforcing policy, standards, providing oversight and guidance, owners of the data. The actual application and issuance of a PIN would occur in the agencies.
  - Notary publics issuing PINS
  - Virtual One-Stop-Shopping to citizen services via the PIN
  - PINS assigned to individuals, businesses, localities
  - PPEA Opportunities (Commonwealth as pilot)
  - Perform study on citizen service utilization via a PIN
- 5)** Research Strategies:
  - Study other initiatives (MyVirginia PIN, New Brunswick, Feds, state/local)
  - Review previous studies (Horizons Document, Gartner)
  - National Organizations (AAMVA, NASCIO)
  - Technology

- Vendors